2014 CourtVIEW USER CONFERENCE

AGENDA
COLUMBUS, OH

THURSDAY, OCTOBER 9, 2014	TRACK 1	TRACK 2
8:00 a.m.– 4:00 p.m.	Registration Open	
9:00 a.m.–10:00 a.m.	**What's New with CourtView2** We understand that you're busy and that it's sometimes difficult to keep up with our fast moving release schedule. Fear not! This session will review the latest CourtView product improvements so that you don't miss a beat!	**What's New with CourtView3** Learn how CourtView is evolving with our web-based case management application. It's all the powerful features and functions that you know and love - in a web environment! In this class we'll provide a functional overview and review core functionality related to identities and person relationships, charges and dispositions, data restrictions, managing claims and judgments, docketing, scheduling and more.
10:15 a.m.– 11:15 a.m.	**Customer Care Overview** At CJS, caring for our customers is our highest priority, from answering your every day questions to providing ongoing support of mission critical applications; we work hard every day to ensure your satisfaction. In this session Mark Miller, Director of CJS Customer Care, will provide an overview of our new call system, discuss support procedures, and share important performance metrics by which he - and our entire Customer Care center - lives. And of course there will be plenty of time for your questions - and plenty of answers too!	**eServices Suite: Connecting Courts & Communities** From case information to calendar views to making payments electronically, your constituents demand online case record access. We'll show you how our unparalleled eServices Suite can extend court services to the public from anywhere at any time through its friendly (and highly configurable) 'self-help' portals.
11:30 a.m.–12:30 p.m.	**Troubleshooting Tips for EOD Processing and Reconciliation** Fiscal accountability and transparency is at the forefront of court operations, and we know it's important to balance to the penny each and every day. This class will review multiple EOD scenarios to help hone your CourtView bookkeeping skills and aid in troubleshooting balancing issues.	**Ohio Civil State Reporting** Every state has their own reporting responsibilities and CourtView can help you manage yours efficiently. In this session, you will learn what screens and fields affects each report. You will also get an overview of how to run the reports and manage errors you may have.
12:30 p.m. - 2:00 p.m.	Lunch (Provided) and Networking	
2:00 p.m.–3:00 p.m.	**Optimize Your Court Calendar** How do you keep your courtrooms, staff, and resources organized? What about bulk rescheduling when a judge calls in sick? Join us for all the tricks and tips on keeping your calendars up-to-date and ensuring that participants know the schedule.	**Under the Covers with JusticeFiling** As a cornerstone of our eServices Suite, JusticeFiling is the perfect gateway between filers and your court. Even if you already accept electronic filings, you won't want to miss this informative roundtable covering configuration options, user queues, and all the eFiling efficiencies we've packed into JusticeFiling.
3:15 p.m.–4:15 p.m.	**A/R & Debt Collections: Improving Your Bottom Line** Many courts use collection agencies to manage unpaid financial obligations - but are you utilizing CourtView to send and receive r elated information and updates? We will be reviewing the latest enhancements to CourtView's Debt Collections functionality, including how a single click can update every case in your import file whether there are 2 or 200!	**Ohio Criminal & Traffic State Reporting** Criminal and Traffic reporting can be challenging for any size court. CourtView can automate your BCI&I and BMV reporting so you can accurately report to your state agencies. In this session, we will overview how to run these reports and walk-through what triggers a record to be transmitted through our reporting functions.

*Agenda subject to change without notice